Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
Customer Company	**High**	**Low**	**FCR Total**
Alcoholic Beverage Control	1 1	203 181	204 182
Customer Company Total	1 1	203 181	204 182

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	MIR Total
Alcoholic Beverage Control	1 0	203 2	204 2
Customer Company Total	1 0	203 2	204 2

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
Alcoholic Beverage Control	1 0.00	203 0.04	204 0.04
Customer Company Total	1 0.00	203 0.04	204 0.04

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
Customer Company	**High**	**Low**	**MR Total**
Alcoholic Beverage Control	1 0	203 1	204 1
Customer Company Total	1 0	203 1	204 1

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** Bottom Number - Average time in hours		
	High	**Low**	**ATTR Total**
Alcoholic Beverage Control	1 0.00	203 0.15	204 0.15
Customer Company Total	1 0.00	203 0.15	204 0.15

Alcoholic Beverage Control

Detail

INC000000374612	Liquor Store 03	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000374634	Liquor Store 03	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000374639	Liquor Store 26	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000374642	Liquor Store 37	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000374851	Lynn Sugden	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000374860	Liquor Store 03	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000375376	Liquor Store 19	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000375382	Liquor Store 08	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000375387	Liquor Store 08	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000375392	Liquor Store 05	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000375396	Liquor Store 08	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000375398	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000375408	Liquor Store 03	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000375411	Liquor Store 16	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000375417	Liquor Store 17	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000375429	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

INC000000375434	Liquor Store 42	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000375439	Liquor Store 27	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000375452	Liquor Store 16	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000375700	Chris Christensen	None	None	None	TIR Missed: No	TIR:	0.00
Metro D Help Desk	John Robinson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000375727	Chris Christensen	None	None	None	TIR Missed: No	TIR:	0.31
Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000376105	Jack Miller	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.31
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000376464	Jack Miller	Application	Error	None	TIR Missed: No	TIR:	0.16
Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	2.36
INC000000376544	Lorrie Hill	Application	Error	None	TIR Missed: No	TIR:	0.41
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	1.58
INC000000376548	Liquor Store 25	Application	None	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000376777	Chris Christensen	Application	None	None	TIR Missed: No	TIR:	0.93
Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.93
INC000000376778	Chris Christensen	Application	None	None	TIR Missed: No	TIR:	0.94
Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.94
INC000000376916	Liquor Store 34	Application	None	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000376948	Neil Cohen	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000376995	Liquor Store 38	Application	None	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000377347	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000377352	Craig Nielsen	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000377353	Chris Christensen	Application	None	None	TIR Missed: Yes	TIR:	1.17
Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	3.89

Alcoholic Beverage Control

Incident	Name/Location	Category	Type	System	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000377361	Liquor Store 27	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.00
INC000000377367	Liquor Store 16	PC/Laptop	Hardware	None			TIR Missed: No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.00
INC000000377374	Liquor Store 33	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.00
INC000000377379	Liquor Store 33	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.00
INC000000377393	Liquor Store 10	Application	None	None			TIR Missed: No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.00
INC000000377395	Liquor Store 08	Application	None	None			TIR Missed: No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.00
INC000000377500	Liquor Store 03	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.00
INC000000377669	Liquor Store 42	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.00
INC000000377739	Liquor Store 43	Application	None	None			TIR Missed: No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.00
INC000000377750	Chris Christensen	None	None	Automatic Storage and Retrieva			TIR Missed: No	0.00		
	Application Support	Steve Durtschi	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.09
INC000000377766	Liquor Store 35	None	None	None			TIR Missed: No	0.00		
	Application Support	Steve Durtschi	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.08
INC000000377770	Liquor Store 31	None	None	None			TIR Missed: No	0.00		
	Application Support	Steve Durtschi	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.07
INC000000377986	Craig Nielsen	None	None	None			TIR Missed: No	0.00		
	Application Support	Steve Durtschi	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.00
INC000000378121	Liquor Store 05	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.00
INC000000378266	Vera D Pitt	Print/Copy/Scan/Fax	Paper Jam	None			TIR Missed: No	0.39		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			1.30
INC000000378297	Cindy L Holmes	None	None	None			TIR Missed: No	0.00		
	Application Support	Steve Durtschi	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.72
INC000000378380	Liquor Store 07	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No			0.00

Alcoholic Beverage Control

INC000000378410	Liquor Store 41	None	None	None			TIR Missed: No	TIR:	0.00
Application Support	Steve Durtschi	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.05

INC000000378415	Tony L Gann	None	None	None			TIR Missed: No	TIR:	0.00
Application Support	Steve Durtschi	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.06

INC000000378472	Mollie Brewer	Application	None	None			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000378895	Chris Christensen	None	None	None			TIR Missed: No	TIR:	0.00
Application Support	Steve Durtschi	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.08

INC000000378922	Lorrie Hill	Application	Error	None			TIR Missed: No	TIR:	0.11
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	3.36

INC000000378961	Liquor Store 19	Application	None	None			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000378964	Liquor Store 44	Application	None	None			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000378971	David Higley	None	None	None			TIR Missed: No	TIR:	0.00
Application Support	Steve Durtschi	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000379248	Earl F Dorius	Application	None	None			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000379396	Penny Hulse	Application	None	None			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000379399	Brett Clifford	Application	None	None			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000379528	Rae C Jordison	Application	None	None			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000379645	Justin Broderick	Network	Error	Novell Client for 32-bit Windows			TIR Missed: Yes	TIR:	1.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	1.13

INC000000379815	Anita Knowley	Application	None	None			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000379840	Vera D Pitt	Print/Copy/Scan/Fax	None	None			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000379889	Charlotte Evans	Print/Copy/Scan/Fax	None	None			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000380042	Liquor Store 02	Application	Error	Triversity Point-of-Sale			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Closed	TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

INC000000380045	Liquor Store 35	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380049	Liquor Store 33	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380060	Liquor Store 24	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380062	Liquor Store 11	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380064	Liquor Store 31	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380067	Liquor Store 10	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380160	Liquor Store 10	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380240	Abe Kader	Mobile Devices	Error	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380548	Liquor Store 14	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380573	Liquor Store 05	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380617	Liquor Store 17	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380618	Liquor Store 40	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380620	Wayne Olson	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380700	Marjean Short	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380707	Vera D Pitt	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380794	Liquor Store 19	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380796	Marjean Short	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

INC000000380831	Stephne Hanson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000380851	Ronnie Torres	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000381105	Vera D Pitt	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000381157	Liquor Store 10	Application	None	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000381224	Liquor Store 33	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000381256	Liquor Store 41	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000381259	Liquor Store 41	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000381340	Liquor Store 03	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000381410	Liquor Store 35	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000381625	Liquor Store 21	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000381891	Liquor Store 31	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000381893	Liquor Store 08	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000382169	Liquor Store 03	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000382170	Liquor Store 03	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000382190	Liquor Store 10	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000382191	Liquor Store 03	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000382846	Liquor Store 31	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

Incident	Location/Name	Category	Type	Item	Group/Assignee	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000382847	Liquor Store 03	Application	None	None				TIR Missed: No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Closed	TTR Missed: No			0.00
INC000000382853	Liquor Store 10	Application	None	None				TIR Missed: No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Closed	TTR Missed: No			0.00
INC000000382857	Liquor Store 30	Application	None	None				TIR Missed: No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Closed	TTR Missed: No			0.00
INC000000382864	Liquor Store 38	Application	None	None				TIR Missed: No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Closed	TTR Missed: No			0.00
INC000000383007	Stephne Hanson	Application	Password	PGP				TIR Missed: No	0.00		
	Help Desk	Vicky Marrelli	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No			0.34
INC000000383249	Liquor Store 14	Application	None	None				TIR Missed: No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No			0.00
INC000000383431	Liquor Store 09	Application	None	None				TIR Missed: No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No			0.00
INC000000383448	Liquor Store 03	Application	None	None				TIR Missed: No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No			0.00
INC000000383450	Liquor Store 05	PC/Laptop	Error	None				TIR Missed: No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No			0.00
INC000000383455	Liquor Store 02	Application	Reporting	Triversity Point-of-Sale				TIR Missed: No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No			0.00
INC000000383460	Liquor Store 41	Application	Error	Triversity Point-of-Sale				TIR Missed: No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No			0.00
INC000000383469	Liquor Store 16	Application	Error	Triversity Point-of-Sale				TIR Missed: No	0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No			0.00
INC000000383473	Liquor Store 41	None	None	None				TIR Missed: No	0.00		
	Application Support	Steve Durtschi	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No			0.04
INC000000383495	Liquor Store 08	None	None	None				TIR Missed: No	0.00		
	Application Support	Steve Durtschi	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No			0.02
INC000000383503	Liquor Store 33	None	None	None				TIR Missed: No	0.00		
	Application Support	Steve Durtschi	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No			0.09
INC000000383507	Liquor Store 35	None	None	None				TIR Missed: No	0.00		
	Application Support	Steve Durtschi	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No			0.07
INC000000383755	Lynn Sugden	Application	None	None				TIR Missed: No	0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No			0.00

Alcoholic Beverage Control

INC000000383876	Leonard Langford	EIS Hardware	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000383930	Liquor Store 33	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000383982	Liquor Store 30	EIS Hardware	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000384548	John Freeman	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	High	Resolved		TTR Missed: No	TTR:	0.00
INC000000384552	Liquor Store 34	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000384724	Keith Zuspan	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000384731	Liquor Store 35	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.04
INC000000384734	Liquor Store 06	Application	Error	Triversity Point-of-Sale			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000384737	Liquor Store 38	Application	Error	Triversity Point-of-Sale			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000384803	Judy Andersen	Telecom	Feature	Telephone			TIR Missed: No	TIR:	0.09
	Voice Operations	Romanza Hamblin	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.73
INC000000384928	Liquor Store 28	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000385136	Robert Southworth	Application	Error	None			TIR Missed: No	TIR:	0.97
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	1.57
INC000000385231	Vera D Pitt	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000385244	Rae C Jordison	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000385247	Lorrie Hill	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000385450	Liquor Store 07	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000385462	Liquor Store 21	Application	Error	Triversity Point-of-Sale			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

INC000000385466	Liquor Store 44	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000385473	Liquor Store 41	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000385477	Liquor Store 18	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000385750	Liquor Store 16	EIS Hardware	None	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000385777	Liquor Store 23	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000386023	Liquor Store 31	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000386028	Liquor Store 25	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000386232	Vera D Pitt	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000386252	Liquor Store 31	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000386256	Liquor Store 03	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000386259	Liquor Store 14	Application	Reporting	Licensing and Compliance	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000386326	Liquor Store 43	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000386417	Liquor Store 18	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000386547	Liquor Store 16	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000386757	Liquor Store 28	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000386772	Liquor Store 04	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000387182	Liquor Store 09	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00

Alcoholic Beverage Control

Incident	Name	Category	Type	Item	TIR Missed	TIR	Status
INC000000387190	Liquor Store 17	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387191	Liquor Store 04	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387193	Liquor Store 44	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387195	Liquor Store 38	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387196	Liquor Store 05	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387198	Liquor Store 44	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387224	Liquor Store 05	Application	None	None	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387225	Liquor Store 06	Application	None	None	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387226	Liquor Store 01	EIS Hardware	None	None	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387235	Liquor Store 03	Application	None	None	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387237	Liquor Store 03	Application	None	None	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387391	Liquor Store 33	Application	None	None	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387463	Penny Hulse	None	None	None	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387466	Chris Johnson	Application	None	None	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387910	Liquor Store 01	EIS Hardware	None	None	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387914	Liquor Store 17	EIS Hardware	None	None	TIR Missed: No	TIR: 0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000388113	Tammy Bolte	None	None	None	TIR Missed: No	TIR: 0.00	
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.25

Alcoholic Beverage Control

Incident	Submitter	Category	Type	Product		TIR Missed	TIR		
INC000000388149	Keith Zuspan	None	None	None		TIR Missed: No	TIR:	0.00	
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.02	
INC000000388184	Liquor Store 31	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00	
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00	
INC000000388191	Mollie Brewer	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00	
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00	
INC000000388372	Liquor Store 24	EIS Hardware	None	None		TIR Missed: No	TIR:	0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00	
INC000000388515	Liquor Store 31	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00	
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00	
INC000000388521	Liquor Store 27	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00	
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00	
INC000000388652	Liquor Store 31	Application	None	None		TIR Missed: No	TIR:	0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00	
INC000000388655	Liquor Store 13	Application	None	None		TIR Missed: No	TIR:	0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00	
INC000000388661	Bonnie Healey	Application	None	None		TIR Missed: No	TIR:	0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00	
INC000000388666	Liquor Store 34	None	None	None		TIR Missed: No	TIR:	0.00	
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.67	
INC000000388827	Craig Nielsen	None	None	None		TIR Missed: No	TIR:	0.00	
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00	
INC000000388995	Brian White	None	None	None		TIR Missed: No	TIR:	0.00	
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.32	
INC000000389072	Liquor Store 31	Application	None	None		TIR Missed: No	TIR:	0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00	
INC000000389146	Lynn Sugden	Application	None	None		TIR Missed: No	TIR:	0.00	
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00	
INC000000389176	Mollie Brewer	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.84	
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	2.09	
INC000000389292	Bonnie Healey	None	None	None		TIR Missed: No	TIR:	0.00	
	Application Support	Steve Durtschi	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00	
INC000000389527	Liquor Store 31	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00	
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00	

Alcoholic Beverage Control

Incident	Location/Support	Category	Type	Detail	Product	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000389542	Cindy L Holmes	Application	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.00		
INC000000389549	Liquor Store 33	Application	Error	Triversity Point-of-Sale				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.00		
INC000000389623	Chris Johnson	Print/Copy/Scan/Fax	Incident	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.20		
INC000000389767	Liquor Store 08	Application	Error	Novell GroupWise				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.00		
INC000000389887	Liquor Store 38	Application	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.00		
INC000000389920	Liquor Store 31	EIS Hardware	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.00		
INC000000390047	Liquor Store 33	Application	None	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.00		
INC000000390072	Liquor Store 11	Application	Reporting	Triversity Point-of-Sale				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.00		
INC000000390235	Vera D Pitt	Print/Copy/Scan/Fax	Incident	None				TIR Missed: No	TIR: 0.89		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: Yes	TTR: 6.50		
INC000000391367	Liquor Store 17	Print/Copy/Scan/Fax	Incident	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.00		
INC000000391371	Liquor Store 22	Application	Reporting	Triversity Point-of-Sale				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.00		
INC000000391378	Liquor Store 18	Print/Copy/Scan/Fax	Incident	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.00		
INC000000391472	Tammy Bolte	None	None	None				TIR Missed: No	TIR: 0.00		
	Application Support	Steve Durtschi	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.00		
INC000000391534	Liquor Store 29	None	None	None				TIR Missed: No	TIR: 0.00		
	Application Support	Steve Durtschi	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.04		
INC000000391540	Liquor Store 33	Application	Reporting	Triversity Point-of-Sale				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.00		
INC000000391543	Liquor Store 23	Application	Error	Triversity Point-of-Sale				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.00		
INC000000391544	Liquor Store 10	Print/Copy/Scan/Fax	Incident	None				TIR Missed: No	TIR: 0.00		
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control			Low	Resolved	TTR Missed: No	TTR: 0.00		

Alcoholic Beverage Control

INC000000391573	Liquor Store 36	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00